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Your essential daily news | MONDAY, MAY 16, 2016

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metro NEWS

Your essential daily news

Making friends: Service launches in Germany to help refugees and locals meet up. **World**

Liberals look to build goodwill

POLITICS

Feds push for public support of Parliament renovations

The federal government is considering outsourcing documentaries, travelling exhibitions and interactive displays as part of a push to build public support for a multibillion-dollar overhaul of the Parliament Buildings.

The plan presented to Public Services Minister Judy Foote late last year also suggests the government consider allowing more public access to work sites through tours, webcams and public demonstrations by trades workers, along with regular tours of projects for parliamentarians and the media.

Since November when the Liberals took office, officials have taken parliamentarians and political staffers on five tours of the construction sites, not including a tour for Prime Minister Justin Trudeau on Nov. 3.

Other ideas presented to Foote included sound-and-light shows on hoarding and tarps around parliamentary buildings, school contests, interactive displays for visitors to Parliament Hill, and "media partnerships" that could also be connected to next year's 150th anniversary of Confederation.

No costs were associated with the plan and the department says no decision has been made.

Foote's officials believed the initiatives would help the government cultivate more "positive and factual media coverage" about the renovations, instead of reacting to stories that come about as the result of access-to-information requests.

“We are focusing on ensuring that this complex, long-term project is clearly and accurately explained to Canadians.
Nicolas Boucher

The buildings on Parliament Hill are undergoing multi-year renovations at a cost of more than $3 billion. RICHARD LAUTENS/TORSTAR NEWS SERVICE

The details of the proposal are contained in documents obtained by The Canadian Press under the Access to Information Act.

Foote's department, Public Services and Procurement Canada, said the communications plan was created to "identify potential future opportunities" over the next year-and-a-half to "engage" Canadians, parliamentarians, media and industry in the construction project.

Outsourcing some of that work is not unusual, the department said: In 2011, the government paid a Halifax-based production company to create a documentary on the rehabilitation of the Sydney Tar Ponds.

The plan for the parliamentary renovations is not "specifically intended to correct inaccurate media coverage," spokesman Nicolas Boucher said in an email. "Rather, we are focusing on ensuring that this complex, long-term project is clearly and accurately explained to Canadians."

The $3-billion renovation will take years to complete, with aging structures being given new life and brought up to modern building standards.

Boucher said the government has spent about $2.2 billion in the past 15 years, which includes 21 different projects, and expects to spend $424.8 million this fiscal year. Boucher said all projects are on time and on budget.

Boucher said all projects are on time and on budget.

The work on Parliament Hill is focused now on the West Block building that will house a temporary House of Commons in the courtyard, covered with a glass ceiling. Workers have already laid the concrete floor of the temporary Commons chamber. Masonry work on the building is almost done and new windows are now going in.

Once work is done there, the Centre Block is next on the agenda with its closure scheduled for 2018.

Workers will also rehabilitate the exterior of the East Block at the same time.

The Centre Block will be closed for a decade, after which the interior of the East Block will also be renovated.

THE CANADIAN PRESS

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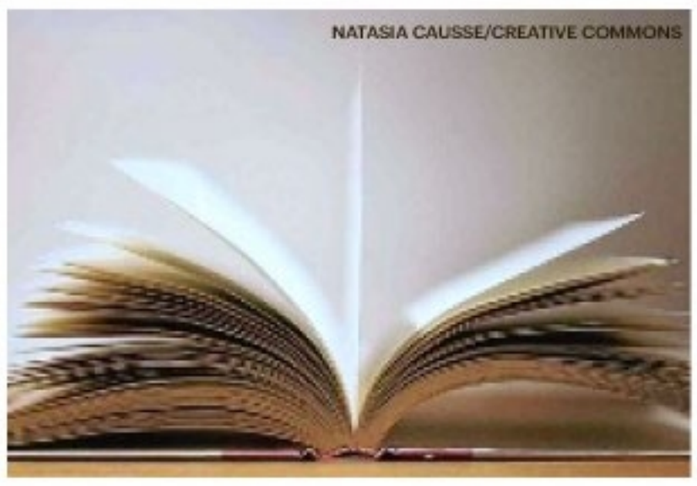
5 THINGS TO WATCH FOR AT CITY HALL THIS WEEK

As patio season heats up, so too does a city consultation on a new patio bylaw. Ottawans can have their say on that – and the central library site — in the coming sessions.

Lucy Scholey
Metro | Ottawa

1 New library consultations

The Ottawa Public Library is hosting two public consultations on the site of the new main branch on Monday at city hall. Anyone interested can head there at 4 p.m. or 7 p.m. and share what they think is most important when choosing the possible location. The library and the city will compile an inventory of potential sites for either a standalone library or a larger building that can house Library and Archives Canada. Participants must register at ottawacentrallibrary.ca. There will also be an online consultation this month and into June.



NATASIA CAUSSE/CREATIVE COMMONS

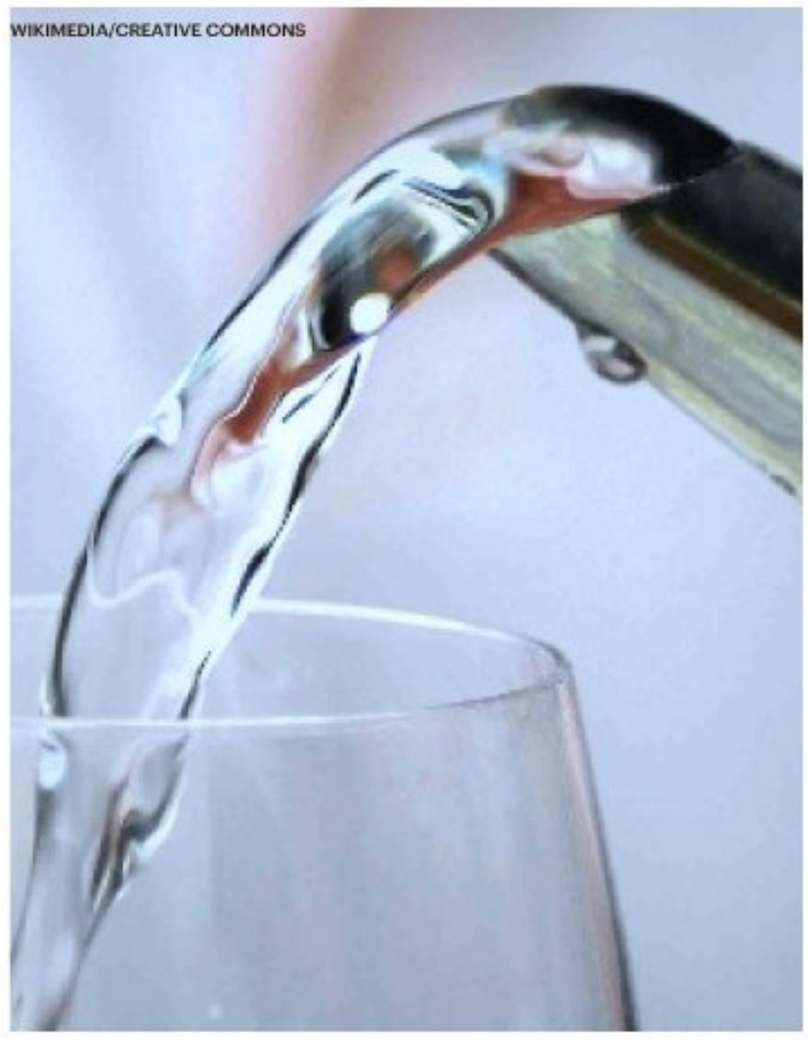
CITY OF OTTAWA

3 Patio review

It's that time of year when happy hour regulars seek a warm seat outside for a cold brew. As the season heats up, the City of Ottawa is drafting a new patio bylaw. Staff are looking for feedback on everything from umbrella rules to outdoor audio speakers and design (including café-style, curbside and streetside). The discussion papers are available online at Ottawa.ca and the city is collecting feedback until the end of the month.

5 Lemieux water plant

The City of Ottawa is facing a costly $18.5 million fix for an ice buildup problem at an aging water treatment plant. City staff are recommending a deep pipe solution for the Lemieux Island Water Purification Plant, which they say is the most expensive but the most reliable. Since 2013, the 85-year-old plant has experienced problems with frazil ice buildup, which has reduced its water-processing capacity. The environment committee will consider the costly deep pipe solution on Tuesday.



WIKIMEDIA/CREATIVE COMMONS

2 Affordable youth bus pass

OC Transpo could explore the feasibility of an affordable youth bus pass this year. It's part of the city's youth action plan — a two-year guideline on how to make Ottawa more youth-friendly — which will be before the community and protective services committee on Thursday. City staff may also be asked to consider raising the age limit of the student bus pass from 19 to 24.

METRO FILE

4 Construction continues

Those who drive and cycle through Hintonburg can expect construction delays this week. There will be evening lane reductions on Holland Avenue, between Byron Avenue and Scott Street from Monday until Thursday. Crews will be working on sewer rehabilitation between 5:30 and 7 p.m. There will be pedestrian access to nearby businesses and homes during this time. Also, Scott Street lanes will be temporarily closed between Smirle Avenue and Merton Street between 7 a.m. and 6 p.m. for road resurfacing.

WIKIMEDIA/CREATIVE COMMONS

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Fandom reigns at Comiccon

Ottawa Comiccon, the annual gathering of all things anime, costume, comic and pop culture, attracted thousands to the EY Centre over the weekend. Special guests included Karen Gillan, who played Amy Pond in science fiction hit Doctor Who, and Lou Ferrigno, a.k.a. The Incredible Hulk. Many attendees were also local cosplayers, decked out in detailed fan costumes. TEXT AND PHOTOS: HALEY RITCHIE/METRO

A FAIRY TALE EXPERIENCE From left, Disney princess cosplayers Carolyne Belanger, 19, as Cinderella; Renee Violet, 18, as Rapunzel; and Monet St. Louis, 24, as Ariel. The three friends were posing for photos and exploring Ottawa Comiccon on Sunday.

CAPTAIN AMERICAS ASSEMBLE! Ottawa's own four-year-old Captain America, Adam Cook, poses with an older Captain America and Dr. Doom on Sunday.

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Do commissioners ride the bus?

The city's transit commission will overhaul OC Transpo's network map and fare structure next month to prepare for light rail opening in 2018. And if past outcries are any indication, we know passengers don't like change — especially when it cancels routes or hikes the price. With every change inevitably comes accusations that councillors and staff just don't know what it's like to take the bus every day. But how true is that, really? We decided to ask them. EMMA JACKSON/METRO

Cumberland Coun. Stephen Blais, Transit Commission chairman

Main mode of transportation: **CAR**

How often do you take the bus? "It's a lot less than before I got elected, it's safe to say," Blais admitted. While he used to take the bus regularly, Blais said he now takes the bus several times a month. But he needs a car to access large parts of his rural ward not served by OC Transpo.
Favourite thing: "As chairman, it's to get a sense of what's going on in the system," Blais said. He also likes the cost savings.
Barriers: In Orleans and Cumberland, "if you don't work downtown there aren't a lot of options to get to other parts of the city," Blais said.

John Manconi, OC Transpo general manager

Main mode of transportation: **CAR**

How often do you take the bus? Manconi takes the bus downtown with his kids, or to get to RedBlacks games and concerts. He said all members of OC Transpo's management team take transit to some extent, from "everyday users down to casual," which helps them monitor the system from the inside.
Favourite thing: Talking to the drivers, who Manconi said are always helpful.
Barriers: "The thing that always jumps out is how many transfers you have to do. Once you get into multiple transfers it becomes a barrier for everybody," Manconi said.

Beacon Hill-Cyrville Coun. Tim Tierney, commissioner

Main mode of transportation: **CAR**

How often do you take the bus? Tierney commutes on routes 24 or 95 about two days a week, and takes transit to special events, festivals and "the 80s concert scene." But if he's busy in the ward, he fights his teenagers for possession of the car.
Favourite thing: "I can get on my Blackberry. When you're on the red and white limo, you're good to go."
Barriers: Tierney said the Presto system could be more user-friendly, especially for tourists who would like a tap-and-go option for their credit cards.

Rideau-Rockcliffe Coun. Tobi Nussbaum, commissioner

Main mode of transportation: **CYCLING**

How often do you take the bus? Nussbaum takes routes 1, 5, or 7 when the weather is bad, and uses it with his young family on weekends. He also carpools with neighbours or drives if he really has to hustle.
Favourite thing: The number of apps available to help customers track their bus. "I think that's an important innovation for riders," Nussbaum said.
Barriers: Nussbaum has been vocal about financial barriers for riders, but he also thinks system tweaks could improve efficiency. For example, some stops on his route are too close together, which slows the bus down.

Kanata North Coun. Marianne Wilkinson, commissioner

Main mode of transportation: **CAR**

How often do you take the bus? Wilkinson takes the bus up to four times a month, but "it's not very easy" to do more, being a busy suburban councillor, she said.
Favourite thing: Avoiding rush hour traffic. Wilkinson likes to read the paper or have a little nap.
Barriers: Many Kanata passengers have "poor service," she said, and it's a constant battle to make sure routes get people to business parks or connect them to their commutes. Ultimately, it's a budget problem, she said.

Kitchissippi Coun. Jeff Leiper, commissioner

Main mode of transportation: **CYCLING**

How often do you take the bus? Leiper was a daily transit user for 20 years, but switched to cycling year-round last year. Now, he uses local buses to get around his west-end urban ward.
Favourite thing: Transit is more relaxing than driving, and has major environmental benefits, Leiper said.
Barriers: As the Kitchissippi councillor, his residents struggle to travel from one part of the city to the other, outside of downtown.

Alta Vista Coun. Jean Cloutier, commissioner

Main mode of transportation: **CAR**

How often do you take the bus? Before his election, Cloutier could be found every morning on the earliest 86 bus. Now, his hectic schedule requires him to drive, he said.
Favourite thing: "All the buses are accessible to people with mobility devices," Cloutier said.
Barriers: Commute times. "I always begrudged stalling downtown, and that is why I'm so happy we're building a tunnel," he said.

Gloucester South-Nepean Coun. Michael Qaqish, vice-chairman

Main mode of transportation: **CAR**

How often do you take the bus? Suburban councillor Qaqish used to take it more, but now that he's a councillor, he commutes by bus "a couple times a month" from Riverside South.
Favourite thing: The cost savings and the reduced stress of not having to drive.
Barriers: In the suburbs, it's perceived that transit is slower than driving – even if that's not always the case, Qaqish said.

Knoxdale-Merivale Coun. Keith Egli, commissioner

Main mode of transportation: **BUS OR CAR**

How often do you take the bus? Egli rides route 172 "most days of the week," but will take his car if he has ward business. He also tries to walk or bike to meetings.
Favourite thing: "I jokingly refer to it as my rolling office," Egli said. "I chat with constituents."
Barriers: "At rush hour we do a really good job, but you go off rush hour and the frequency of the trips is more extended," Egli said.

Citizen commissioners

The transit commission also includes four unelected citizen commissioners – Blair Crew, Susan Burt, Graham Milner and François Malo – who are each avid transit users.

Now you know.

Wear Fort Mac on your heart

JEWELRY

Designer sells necklace inspired by fire-torn city

Ryan Tumilty
Metro | Edmonton

For the people displaced from the Fort McMurray fire, their heart remains in their community. Now, an Edmonton jewelry designer is giving them an opportunity to show it.

Kristine MacDonald, who has sold copper jewelry through her website for several years, is now selling a piece with an outline of the province of Alberta and a heart over Fort McMurray.

MacDonald said it's a symbol for all the people who have had to leave their homes, because of the horrific fire.

"It's something that they can wear that is a reminder of home and symbol of the pride they have in their city," she said.

She posted the necklace on her website on Thursday and had to take it down on Friday afternoon, because she couldn't keep up with the demand. She plans to post it for sale again on Monday.

"I make them to order, so it just became way more than I can actually do."

Fort McMurray remains evacuated as workers move to restore utilities and put out remaining hot spots in the city. MacDonald said while most of the billing addresses are from Fort McMurray, the necklace is being shipped to evacuees all over the country.

"The shipping addresses have been all over Canada, mostly to the east coast."

MacDonald gave $5 from every one of the initial purchases to the Red Cross and any further sales will have the same amount donated to the Alberta SPCA and the Edmonton Food Bank.

The necklace with a heart over Fort McMurray. METRO

PM Justin Trudeau, left, and Fire Chief Darby Allen look over the devastation in Fort McMurray, Alta., on Friday. THE CANADIAN PRESS

FORT MCMURRAY

App allows viewing of damage

The Alberta government has released an app that will give Fort McMurray residents a good look at their properties.

A message from Municipal Affairs Minister Danielle Larivee warns that viewing the satellite images may be traumatic, and the number for Alberta's Mental Health Help Line is included in her news release.

Larivee says the maps are intended to provide a high-level satellite overview of the status of the city following the devastating wildfires, however, she cautions that structures that appear to be standing should not be considered undamaged.

Anyone wanting to view the satellite images must first click on a link acknowledging that they have read and understand the terms of use agreement on the government website.

Larivee says that having been through a devastating fire and evacuation herself five years ago in Slave Lake, she knows how stressful it can be to wait for updates on which homes have been lost.

THE CANADIAN PRESS

POLITICS

NDP to name leader in 2017

The federal NDP has opted for an extended leadership race to replace Tom Mulcair, as it looks to name a new leader between September and October of 2017.

The decision comes after around 100 New Democrats from across Canada gathered at an Ottawa hotel Sunday to carve out the terms for the race, a process launched after Mulcair was flatly rejected as the party's long-term leader at a convention in Edmonton last month.

The NDP's national director, Karl Belanger, said members of the party's governing body agreed on Sunday that more time is needed to assess where the party is at and to allow for potential candidates to organize and set up campaigns.

"Councillors felt that by providing that longer window it would provide better opportunities for outreach and fundraising and for the party in general," Belanger said.

In order to run, hopefuls will be required to provide a registration fee of $30,000 while the spending cap has been set at $1.5 million.

The nomination period will begin in July.

"Council has given potential candidates a time frame that will allow for a fair and competitive race, while giving enough time for the new leader to prepare for the general election," said NDP president Marit Stiles.

A precise date for a leadership vote was not set.

Some New Democrats who have opened the door to a possible leadership bid include B.C. MP Nathan Cullen, Manitoba MP Niki Ashton and Quebec MPs Ruth Ellen Brosseau and Alexandre Boulerice. THE CANADIAN PRESS

The federal NDP has opted for an extended leadership race to replace Tom Mulcair. THE CANADIAN PRESS FILE

IN BRIEF

Feds, pension partnership

The Trudeau government's enthusiasm about a big Montreal transit proposal has given Canadians a glimpse at one way Ottawa could fund billions in public infrastructure. In recent days, senior Liberals have been talking up an unusual funding model for the $5.5-billion light-rail plan for Montreal, calling for a partnership that includes Ottawa and a public pension fund.

THE CANADIAN PRESS

ACCIDENT

Skydiver brightened rooms, friends say

Jeremy Simes
For Metro | Calgary

Kristin Czyz loved the big sky, sushi and a good glass of wine, according to close friends.

On Friday evening, the 34-year-old Canadian died when her parachute failed after jumping off Perrine Bridge in Twin Falls, Idaho.

Sunday, Czyz's close friends remembered the ambitious woman who was full of energy.

Kristin Czyz CONTRIBUTED

"She was one of those types of people that when she walked in the room she made other people smile," said Dave Withrow, manager of Skydive Big Sky in Innisdail. "Just by being there."

CORRECTION NOTICE

The 2017 Hyundai Santa Fe Sport 2.4L FWD offer as advertised in the Ottawa Metro on May 13th is incorrect. The description mistakenly stated that it included 5" touch-screen display with Android Auto™. The 2017 Hyundai Santa Fe Sport 2.4L FWD includes 5" touch-screen display, but does not include Android Auto™. We apologize for any inconvenience.

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IRAQ

Daesh attacks kill 29

Daesh launched a co-ordinated assault on a natural gas plant north of Baghdad that killed at least 14 people, while a string of other bomb attacks in or close to the capital killed 15 others, Iraqi officials said.

The attack on the gas plant started at dawn with a suicide car bomber hitting the facility's main gate in the town of Taji, about 20 kilometres north of Baghdad. Then several suicide bombers and militants broke into the plant and clashed with the security forces, an official said, adding that 27 troops were wounded.

The Daesh-affiliated Aamaq news agency credited a group of "Caliphate soldiers" for the attack.

In a statement, Deputy Oil Minister Hamid Younis said firefighters managed to control and extinguish a fire caused by the explosions. Younis said technicians were examining the damage.

A car bomb targeting a shopping area in the town of Latifiyah, about 30 kilometres south of the capital, killed seven people, including two soldiers, police and hospital officials said. They said that 18 people were also wounded in the attack, four of whom were soldiers.

Elsewhere in Baghdad, three separate bomb attacks targeted commercial areas, killing at least eight civilians and wounding 28 others, police added.

Medical officials confirmed the casualty figures. All officials spoke on condition of anonymity as they were not authorized to release information.

The Sunday attacks killed 29 people across Iraq. Since Wednesday, more than 140 people have been killed in a spate of bombings in Baghdad and elsewhere.

THE ASSOCIATED PRESS

Online service helps Germans make friends with newcomers

BERLIN

Let's integrate! helps refugees and locals meet and talk

During the height of the migrant crisis in Europe last fall, Lasse Landt came to a startling realization.

Thousands of migrants were pouring into Germany every day, but the 36-year-old startup consultant from Berlin hadn't met a single one of them.

"It was all over the media, every day on the talk shows you had people talking about the refugee crisis. I had never seen a refugee," said Landt. "I just wanted to find out if it was real."

His experience is typical for most Germans, and many have volunteered with charitable groups in part to meet the migrants they're hearing so much about. But Landt went further — and the result is a kind of dating website for Germans and migrants, albeit without the romantic aspect.

Together with Khaled Alaswad, a 25-year-old Syrian he met at a computer coding class for migrants in Berlin, Landt started a project to help refugees and locals meet up. Called Let's integrate!, it allows users to pick a time and location and set up a "date."

The idea is to set as low a hurdle as possible for the meeting. No preparation is needed — people just need to show up and hopefully have a good conversation. Or if the language barrier is too high, have a conversation with hand signals.

> When you meet, you realize that they are people like us and there is no need to be worried. Paul Spieker

Alaswad said his friendship with Landt has helped him land on his feet in Germany.

"If the refugees never talk face to face with a local person, they will never know anything about the culture here," he said.

Germany registered around 1.1 million irregular migrants in 2015, most of them refugees from Syria, Iraq and Afghanistan. But with the closure of the Balkans migration route from Greece to Germany, the number of migrants coming in has dropped dramatically this year.

The authorities are focusing on having migrants learn the language and get jobs. The German government has promised to introduce subsidized workplaces earmarked for refugees.

"In Germany, we have a very technocratic view of integration," said Landt. "It is basically, you do a language class, you get a job and then you are integrated. But really, it is very much about social contact."

Let's integrate! was launched May 1 and so far at least a dozen meetings have taken place. More Germans have signed up than migrants, so organizers are putting up posters in refugee homes to try to even out the numbers.

One of the first meetings was between two Syrians and two Germans. Abdul Wahab, an 18-year-old Syrian, said he simply did an Internet search for "Integration Germany" and found the page. Ahmed Haj Ali, a 23-year-old refugee from Damascus, found the website on Facebook. Haj Ali and Wahab met with Cindy and Paul Spieker, two siblings from Berlin.

"When you meet, you realize that they are people like us and there is no need to be worried," said Paul Spieker.

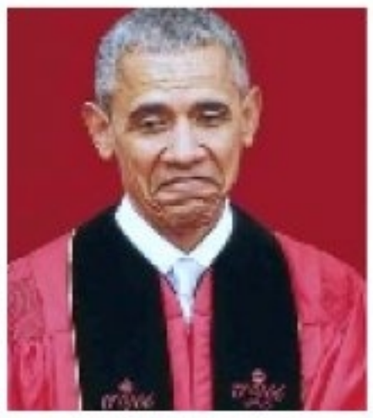
THE ASSOCIATED PRESS

Cindy Spieker, Ahmed Haj Ali, Paul Spieker and Abdul Wahab, from left, get together in Berlin, Germany. The group met through a website called Let's integrate! that connects refugees and locals. JONA KALLGREN/THE ASSOCIATED PRESS

Cindy Spieker and Ahmed Haj Ali make an L and I sign for 'Let's Integrate.' JONA KALLGREN/THE ASSOCIATED PRESS

RUTGERS UNIVERSITY

Obama tells graduates walls won't solve problems



U.S. Obama received an honorary doctorate of laws at Rutgers University. MUNOZ ALVAREZ/GETTY IMAGES

President Barack Obama on Sunday urged college graduates to shun those who want to confront a rapidly changing world by building walls around the United States or by embracing ignorance, as he delivered a sharp and barely concealed critique of Donald Trump.

Obama used his commencement speech at Rutgers University to illustrate a world view antithetical to the ideas espoused by the presumptive Republican presidential nominee.

Looking out at a sea of red and black gowns, Obama told the roughly 12,000 graduating students that the pace of change on the planet is accelerating, not subsiding, and that recent history had proved that the toughest challenges cannot be solved in isolation.

"A wall won't stop that," Obama said, bringing to mind Trump's call for building a border wall between the U.S. and Mexico. "The point is, to help ourselves, we've got to help others — not pull up the drawbridge and try to keep the world out."

The president never mentioned Trump by name, but his intended target seemed clear. Repeatedly, Obama referred to disparaging comments about Muslims and immigrants, and opposition to free trade deals. But he appeared most incensed by what he described as a rejection of facts, science and intellectualism that he said was pervading politics.

"In politics and in life, ignorance is not a virtue," Obama said. "It's not cool to not know what you're talking about. That's not keeping it real or telling it like it is. That's not challenging political correctness. That's just not knowing what you're talking about," the president said.

Obama's rebuke came as Trump is close to clinching the GOP nomination, raising the prospect that November's election could portend a reversal of Obama's policies and approach to governing. In recent days, Trump has started focusing on the general election while working to unite a fractured Republican Party around his candidacy. Democrats are readying for a fight against a reality TV host they never anticipated would make it this far. THE ASSOCIATED PRESS

IN BRIEF

Egypt sentences 152 protesters to jail

Egyptian courts have in a single day convicted 152 protesters for breaking a law that bans demonstrations, sentencing them to up to five years in prison in a series of short mass trials. The cases are rooted in events on April 25, when police stifled planned demonstrations. Police arrested more than 1,200 people, but released most of them without charge. However, nearly 300 were referred to trial for breaking the law. THE ASSOCIATED PRESS

Staff at the Amazon Swansea fulfilment centre process orders. GETTY IMAGES

A return too many

RETAIL

Returning too many items can land customers in hot water

This is how it starts.

You love shopping online. You're not always super-careful about how many items you return because you believe in the no-hassle returns promise made by the retailer.

So you buy that camera to test it out. Some of the features are buggy, and you send it back. You buy a blazer in three different sizes but none of them fit right, so you return them all. You take a chance on that electronic device that is ridiculously cheap and it turns out to be junk. You send that back, too.

But buyer beware, a high rate of returned items can lead to a retailer banning customers, including online giants like Amazon.

Stories of being banned from Amazon populate the web.

Lucas Bean, 40, a California entrepreneur who describes himself as an Amazon fanboy, is one person who ran afoul of Amazon's return policy.

"I was basically an Amazon-brand ambassador," says Bean, who was an early adopter of online shopping.

He says his problems began in 2015, after he moved and Amazon continued to deliver parcels to his former address. He bought a video camera (from Amazon) to prove that deliveries weren't being made to his new home.

He refused to accept delivery of a damaged television. He returned a Samsung bluetooth headset because he thought it was counterfeit. But he also admits to returning some things that weren't worth returning.

"I've returned quite a few items that were poor quality," says Bean. "But I have the right to return something that is broken."

Returns create multiple costs for retailers. Some pay for return postage, and even if they don't, restocking items costs money. If items are sold out of season, they have to be sold at a reduced price, or sold in bulk to a re-seller, liquidator or jobber, or at an affiliated clearance warehouse.

> **"I have the right to return something that is broken.**
> Lucas Bean

The items show up at flea markets, dinged or worn-looking or without a box, and some brands would rather trash their returned goods than have that happen.

Last year, $290 billion of sales were returned in the United States and Canada, according to statistics from The Retail Equation, a firm that provides return-optimization services to retailers.

Eight per cent of purchases from brick-and-mortar retail sales are returned. But up to 30 per cent of e-commerce exchanges involve a returned item.

An estimated 10 per cent of returns are thought to be either fraudulent or a misrepresentation of the facts — a fake receipt or someone returning something bought a year ago instead of yesterday, says Stephen O'Keefe, a loss prevention specialist with the Retail Council of Canada.

What many people don't know is that such scams could result in criminal charges. "If you buy a new television and put the old one into the box and try to return it, that's a fraud," says O'Keefe.

Some retailers are prepared to incur the high cost of returns if it means leading the field in customer relationships, positive reviews and word-of-mouth advertising.

"If you order two, they know you're going to be sending one back," says O'Keefe. "They know that and they accept that."

TORSTAR NEWS SERVICE

ANIMAL WELFARE

Beef industry makes changes

When Ben Campbell heard Earls was switching to Certified Humane beef from the U.S., he had a different reaction than many Alberta ranchers.

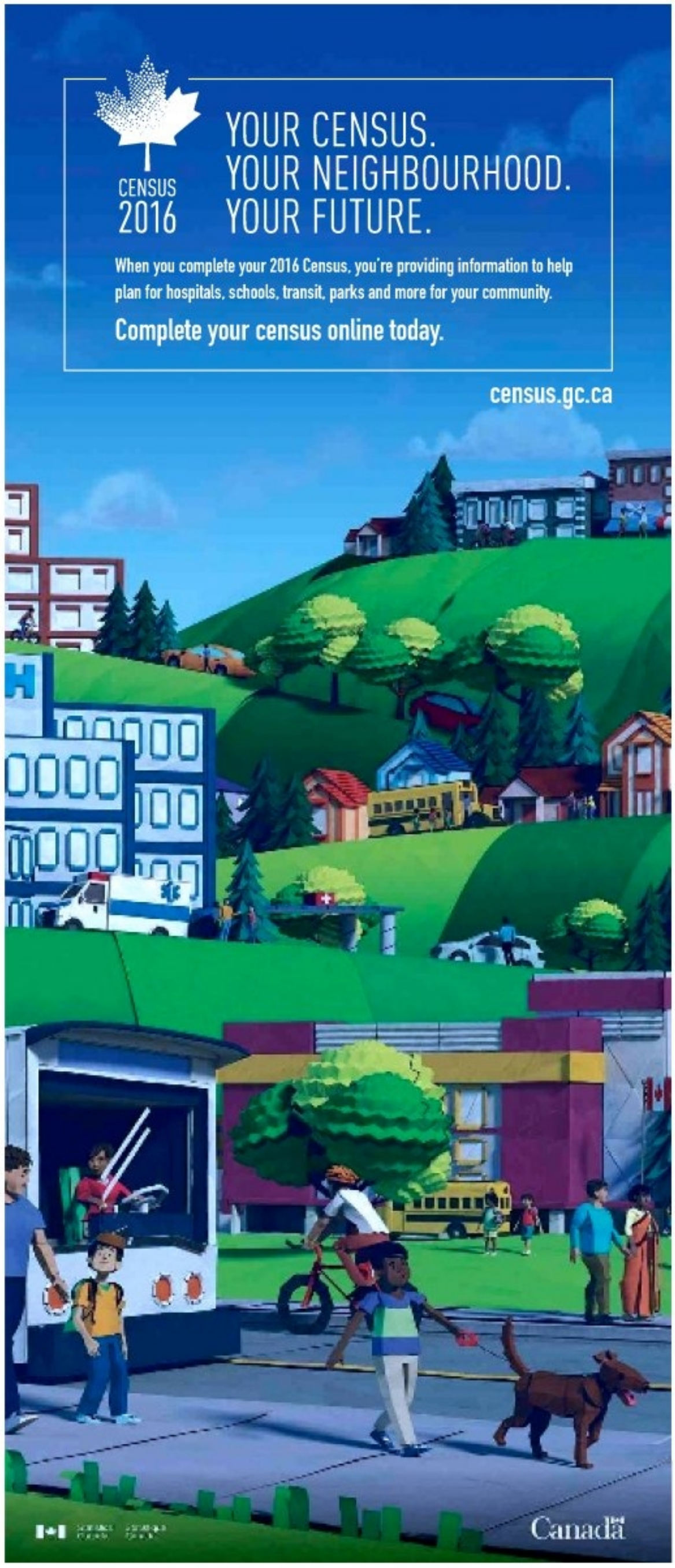
The 32-year-old raises grass-fed cattle without added hormones at his ranch in Black Diamond, about 60 kilometres southwest of Calgary. He sells directly to customers, often inviting them to visit the rolling hills where his animals graze.

To Campbell, Earls' decision was a response to a trend he had seen firsthand: growing consumer demand for ethical meat. And though Earls backtracked after a social media slaughtering, Campbell said the beef industry can learn from the controversy.

Alberta ranchers say Canada is a leader in animal welfare standards. But companies like Earls and McDonald's are increasingly finding that customers, especially millennials, want proof that meat was raised humanely — forcing the industry to embrace certification programs it once resisted.

Certified Humane is a U.S.-based trademark with standards enforced through annual inspections. Some Canadian ranches have the designation, but when Earls couldn't find enough supply in Canada, it switched to buying exclusively in the United States.

THE CANADIAN PRESS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metro VIEWS
Your essential daily news
Monday, May 16, 2016

URBAN ETIQUETTE ELLEN VANSTONE

THE QUESTION

At my local convenience store, I was told the law says when a customer has more than five lottery tickets, other customers must be helped first. I've never heard of such a law. And there was no sign letting people know about it. What should I have done?

Dear Ellen,

I recently checked my lottery tickets at a Mac's convenience store. I had less than 10 tickets and was the only customer when I handed them over to the employee at the till. But when another customer came in, she put my tickets aside to help him. As more customers came in, another employee showed up and checked my tickets. I asked why I was made to wait since I was first at the till. They told me there is a law (or bylaw) that says when a customer has more than five tickets, they have to help other customers first. Does this law (or bylaw) really exist? Probably they were right and I don't want to get mad at them. But I have never seen a sign letting customers know about such a law (or bylaw).

Regards,
M.M.F.

©Ani Castillo

Dear M.M.F.,

You certainly don't need any etiquette advice. It sounds as if you handled the situation perfectly. You were told to wait, you politely waited and, when you asked why you were made to wait, you graciously accepted their explanation.

Which, by the way, is utter hogwash.

I'm not sure what city you're writing from, but (after a quick Google search and accessing my own common-sense circuits) I'll bet you 10 winning lottery tickets that no such law or bylaw exists there or anywhere else in Canada.

I'll bet you 10 winning lottery tickets that no such law exists anywhere in Canada.

Nor would such a law make sense. The store is profiting on its sale of lottery tickets, and part of the service included in the sale is to check the tickets. Value judgments about the commodity being sold do not legally apply. The customer who shows up to buy milk is not entitled to better service than a customer who buys lottery tickets.

Individual stores, such as Mac's, might have a private-company policy that customers with multiple lottery tickets must wait while other customers are served first. But if your convenience store has this policy, you are right to expect the rule to be made clear on a sign near the till.

In an effort to be as gracious as you, I will concede the possibility that the employees you dealt with were not malicious liars or rude, incompetent dimwits. It's possible the store has such a policy, but management didn't bother to put up a sign. It's possible the store has such a policy, but the employees were confused about the difference between the words "policy" and "law" or "bylaw." It's possible that once upon a time there really was a giant, crystal-clear sign near the till, but it blew away in a mysterious gust of wind one dark night when a comic book superhero dropped by to pick up milk, because of the laws and bylaws that require special effects whenever a lead character enters a scene.

In any case, dear M.M.F., I commend you on your excellent manners, and suggest that you write to Mac's management directly. Describe what happened, ask about store policy around checking multiple tickets, and — if the policy exists — suggest they make sure a sign is in place instead of allowing employees to intimidate loyal customers such as yourself with tales of imaginary laws.

Need advice?
Email Ellen:
scene@metronews.ca

ROSEMARY WESTWOOD

metroview

Keeping women from the priesthood is keeping us from power

It is odd, the things you do and do not discuss with your mother.

I'm a faithful child of a devout Catholic (the long delayed delivery of an annotated Bible has caused her melancholy lately), and an avowed feminist, but I can't recall ever debating the maleness of the church with my mom.

Most Sundays of my childhood and many since, after listening to yet another man preach, we never turned to each other and said: "So, what do you think about that?"

I know what I think. I think it's bulls--t. I think God created Adam in human form, and the maleness was not the point, though highly convenient for such a patriarchal time. (Jesus' sex is a main reason given for the men-only priesthood.)

Other arguments to keep women out of the clergy are laughable. Take Rev. Wojciech Giertych, Pope Benedict XVI's theologian, who told the Catholic Register in 2013 that men are "more likely to think of God in terms of philosophical definitions and logical syllogisms" — i.e. , more likely to use reason. Oh, and men also think in a "male way" about "the building of the church, about the roof of the church which is leaking, about the bishop's conferences." Right.

It's not just the priesthood, the key mechanism of power, which is kept from women. We are also excluded from other ministries.

Last week Pope Francis, our slow moving source of hope, vowed to strike a commission to study whether women can be deacons — ordained ministers who can conduct marriages, funerals and prayers, but not mass.

Women were deacons in the early church, and it's something Quebec archbishop Paul-André Durocher had advocated as a way to increase roles for women.

To quote my mother, the move would be "baby steps." But to quote her again, "The Pope has a lot on the go."

I called her yesterday to finally get her take on the justification that priests are men because the apostles were. "I have to admit I'm not persuaded," she said. "Women were the ones (Jesus) revealed himself to at the tomb," after all.

A full 75 per cent of Canadian Catholics support the idea of women priests, never mind the lesser deacons. But we shouldn't hold our breath while theologians like Giertych hold sway. "The relationship of love, of attachment, the spousal relationship to Christ is easier for the woman," he said. "So women don't need the priesthood ... because their mission is so beautiful in the church anyway."

With women in the church, it seems it really does always come down to sexuality.

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Your essential daily news

Shia LaBeouf to play tennis rebel John McEnroe in film about his rivalry with Swedish star Bjorn Borg

Tapping our way into debt

NEW SERVICES

Experts worry Apple Pay and other tech will blow budgets

Technology is making buying things easier, but credit counsellors want you to remember that paying for them is still as difficult as ever.

Jeff Schwartz, executive director of Consolidated Credit Counseling Services of Canada, says the ease with which consumers can buy things these days could spell trouble for those who have difficulty controlling their spending.

"It is allowing many consumers to avoid the harsh reality of what is going on inside their bank account or even inside their wallet," he said.

With the expansion of Apple Pay this week, Canadians added yet another way to quickly pay for their purchases without even opening their wallets.

The addition of the big Canadian banks to the service adds to the already numerous ways shoppers have to pay for things quickly, including Interac Flash, MasterCard Tap & Go, Visa payWave, and American Contactless Payments.

Schwartz said the physical aspect of pulling out your wallet and taking the cash out to make a purchase is very different from using a phone.

"You really have to say that I am willing, ready and able and want to make this purchase," he said.

While a smartphone can help make it **easier to spend money**, it can also **help track spending** if you use a budgeting app. ISTOCK

"There is a real mental link between you actually going in and making that purchase versus just whipping open your phone, throwing it on the scanner and you're done."

The plethora of new ways for people to more easily spend their hard-earned dollars comes amid concerns about household debt levels.

Statistics Canada has reported that for the fourth quarter of last year, the ratio of household debt to disposable income climbed to a new peak of $1.65 in debt for every dollar earned after taxes and other fees paid to government.

Credit counsellor Pamela George says the convenience of the new ways to pay for purchases can be problematic for some individuals.

"The problems happen where people are just putting it on a credit card and they don't have a clue where or how they're paying it," said George, who works at the Credit Counselling Society in Ottawa.

She recommends clients withdraw the cash they've allocated in their budget and when it is spent, they're done.

"The problem starts when you don't track your spending and then you just keep swiping the card," she said.

But technology can also be used to help.

While a smartphone can help make it easier to spend money, it can also help track spending if you use a budgeting app.

Schwartz's says his agency offers a free app for Apple devices that allows users to keep a record of spending and download it to a spreadsheet.

"That is the upside to the technology. But the basis behind it is budgeting and understanding what money you have coming in, understanding what money you have going out and understanding what money you have potentially available," he said.

George recommends her clients simply stick to cash if they really want to control their spending.

"It is harder to break a $20 bill for a $3 cup of coffee than it is to just tap a card," she said.

THE CANADIAN PRESS

$ WORKING

Former bank exec works for equality in C-suite

Jennifer Reynolds spent 15 years working in capital markets, but three years ago, she'd finally had enough of being the only woman at the table.

"It never occurred to me that in 2016, the boardrooms of this country would look the way they look," she said.

Reynolds (pictured left) moved on, and is now president of Women in Capital Markets, an organization bent on making space for more women in that very place. Efforts to diversify financial institutions' workforces have reached the C-suite and executive offices. The push includes educating girls about the financial industry in high school, Reynolds says.

In Canada, more than 60 per cent of university graduates are women, but Statistics Canada found women are less likely to choose a science, technology, engineering and math program "regardless of mathematical ability."

Roman Dubzcak, CIBC's head of global investment banking, says you have to see how many women are working in junior roles and extrapolate that into the future to figure out when we'll start seeing more female execs in Canadian banks. "It could be really, really soon."

TORSTAR NEWS SERVICE

ADVICE

Don't get trapped on the payday loan merry-go-round

Gail Vaz-Oxlade
For Metro Canada

How is it that pay advance stores are allowed to exist? Section 347 of the Criminal Code makes it a criminal offence to charge more than 60 per cent interest per annum. So how is it that pay advance stores are still a thing?

If you have ever taken advantage of the "cheap money" offered by a pay advance store, you know what a trap it is.

Ads say you'll only pay $20 for a $100 pay advance. But since that loan has to be repaid within two weeks, the effective interest rate is 520 per cent. And that first step into pay advance land begins a dreadful cycle of borrowing and re-borrowing because, having repaid the loan with all that interest, there's no money for food.

When Jackie walked into a pay advance loan store it was because the rent was due and after taking four days off with her sick daughter (for which she was not paid) she was desperate.

All Jackie needed to get the advance was a bank account and a job. The people at the pay advance store were very obliging and Jackie borrowed $600 to cover her lost income, the medicine she had to buy for her daughter, and the money she'd spent on cab rides to and from the doctor's office. She wrote a post-dated cheque for $720 to be cashed two weeks later when her next pay hit her account. That pretty much wiped out Jackie's next paycheque.

The terms and conditions for payday loans vary by province since the federal government off-loaded the responsibility for monitoring these companies to individual provinces. But regardless of where you live, no one is following section 347 of the criminal code since the most that could be charged for $100 borrowed for two weeks would be $2.30, NOT $20.

520%

REGARDLESS OF WHERE YOU LIVE, NO ONE IS FOLLOWING SECTION 347 OF THE CRIMINAL CODE SINCE THE MOST THAT COULD BE CHARGED FOR $100 BORROWED FOR TWO WEEKS WOULD BE $2.30 NOT $20 (WHICH IS 520 PER CENT).

GAIL VAZ-OXLADE

Pay advance stores are charging ten times the amount allowed and getting away with it. Makes me hiss and spit with anger when I see these stores popping up like so many zits all over our country. So much for all that government consumer protection.

Whether you did it as an act of desperation, or you were just dumber than a sack of hammers, your decision to go to a pay advance loan store is costing you big-time. So what do you do if you're in the cycle and are desperate to get out? You're going to have to suck it up and either a) be short for a couple of weeks, while you repay the loan and DON'T borrow again, or b) find a way to make more money so you can get the life-sucking debt off your back.

There ain't no other way babies.

For more money advice, visit Gail's website at gailvazoxlade.com

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YOU CAN DO THIS PERSONAL SUPPORT WORKER

'My purpose ... is to bring people comfort'

WHY I LIKE MY JOB

Khelie Mulligan, 42, PSW and Geriatric Activity Coordinator at Douglas Care, Victoria, BC

From a young age I volunteered as a personal care attendant. I was always interested in helping people with Alzheimer's disease. My grandfather was a doctor and seeing his own health decline as he aged motivated me to learn more about how I can help people living with dementia.

I attended Victoria Elder Care College to obtain certification as a personal support worker (PSW) and resident care attendant, before obtaining a diploma in geriatric activity coordination at Kwantlen Polytechnic University. My practicum in geriatric healthcare was at Douglas Care Trillium Communities, where I later obtained a full-time position as PSW and part-time role as activity coordinator for about 30 residents with advanced dementia.

My main job is to organize daily activities based on residents' needs and mental/physical states of being, including outdoor activities and birthday events. My purpose in career and in life is to bring people comfort — whether it's for a resident, friend or family member. This field can be very rewarding, but also challenging and emotional as it's difficult to lose people you care about. PSWs never stop working. But we love to have fun; we do a lot of laughing and singing with the residents … Or I'll sing and they'll laugh.

THE BASICS: Personal Support Worker

$30,604

Median wage of personal support workers, according to PayScale.com. The average wage works out to be about **$15.40** per hour. Some PSWs can earn up to **$42,149** as they advance to positions in long-term care and disability support.

+13.8%

amount of growth expected in this field over the next 8 years.

Data for this feature was provided by payscale.com, personalsupportworkerhq.com, statcan.gc.ca, nahb.ca, onetonline.org and jobbank.gc.ca

HOW TO START

Most colleges across Canada offer relevant PSW programs, with the option of doing a placement in a retirement home, private home or clinical care setting to assist a range of clients with daily living activities and personal care requirements.

WHERE YOU CAN GO

In 2015, the number of Canadians aged 65 and up stood at approximately 5.8 million. By 2035, the same demographic is projected to reach 10.1 million. A current shortage of workers in this occupation means there's a wealth of opportunities. The replacement demand because of retirements also calls for more assistants specializing in other areas of medicine like neurology and geriatrics.

NEXT CAREER STEP

Having a least one year of steady experience aids in advancement. A PSW will find it easier to transition into roles of registered practical nurse or registered nurse with hands-on clinical care training, and some employers may encourage specialized training courses to improve knowledge.

metro SPORTS

Andy Murray celebrated his 29th birthday by beating Novak Djokovic on clay for the first time to win the Italian Open title on a rainy day in Rome

Beasts finally unleashed

RAPTORS TORONTO WINS SERIES

Canada's team shrugs off Heat to earn first trip to East final

The Toronto Raptors have made history.

And now they head into uncharted territory — the Eastern Conference final for the first time in 21 years.

Raptors all-stars Kyle Lowry and DeMar DeRozan combined for 63 points in a thorough 116-89 dismantling of the Miami Heat in Sunday's thrilling do-or-die Game 7 of their conference semi-final.

GAME 7 In Toronto

116	89

Lowry had 35 points while DeRozan chipped in with 28, playing with the heart and hustle Raptors fans had seen so many times in Toronto's 56-win regular season. And they got plenty of help, as Bismack Biyombo had 16 rebounds to go with 17 points, DeMarre Carroll chipped in with 14 points, and Patrick Patterson had 11 points and 11 boards.

Dwyane Wade and Goran Dragic scored 16 points apiece for Miami.

In a fierce back-and-forth series that saw three overtime games, and a slew of injuries, Sunday's thrilling finale saw the Raptors lead most of the way. They battled hard on both ends of the floor with a ferocity they hadn't shown in this series, and opened up a 17-point lead in a solid third quarter.

They went into the fourth ahead 86-78, and when Biyombo muscled his way in for a monstrous dunk — and Usain Bolt celebration — then Carroll drilled a three, the delirious Air Canada Centre crowd went nuts.

Things got heated when Biyombo and Josh McRoberts had to be separated, Biyombo furious after being hacked by the Heat forward. McRoberts was assessed a flagrant foul, and the incident only served to further fire up Toronto and its crowd.

Lowry drilled a three with 3:23 to play that followed up a basket by DeRozan, and the Raptors went up by a whopping 25 points. When the Raptors' all-stars left the game with two-and-a-half minutes to play, the crowd ushered them off the court with a standing ovation.

Now the Raptors face the well-rested Cleveland Cavaliers in a be-careful-what-you-wish-for scenario. The Cavs host Toronto in Game 1 on Tuesday after a nine-day break, while Toronto has played eight games in 15 days. THE CANADIAN PRESS

Raptors centre Bismack Biyombo dunks over Heat guards Josh Richardson, left and Goran Dragic on Sunday in Toronto. STEVE RUSSELL/TORSTAR NEWS SERVICE

NBA PLAYOFFS

Cavaliers sweating lengthy break

Even coach Tyronn Lue came off the floor sweating on Saturday.

Don't think for a second the unbeaten Cavaliers have been lounging around the past week as they've waited for their next opponent.

"Guys have been really busting their butt in the gym," forward Channing Frye said as beads of perspiration streaked the sides of his face.

Unblemished and seemingly unstoppable through the first two rounds of the playoffs, LeBron James & Co. finally know they'll host the Toronto Raptors in Game 1 of the Eastern Conference final Tuesday night.

> **If you're not focused now, hey, I don't know if this is the right sport for you.**
> Channing Frye

Cleveland hasn't played since May 8, when it completed its second consecutive post-season sweep, ousting an Atlanta Hawks team that was grounded by the Cavs' battalion of three-point marksmen. The Cavs dropped 77 three-pointers in four games, and they're hoping the long break between series won't cool off their shooting touch.

To combat any rust, Lue has made sure his team worked on its conditioning. They've been running and lifting and lifting and running.

On Wednesday, the Cavs endured a gruelling workout supervised by strength and conditioning coach Derek Millender. The brutal, 40-minute session included time on a punishing piece of cardiovascular exercise equipment that left many of the players too tired to run.

"That was pretty tough," forward Tristan Thompson said. "But I thought it was great for us because the team could push each other. It was fun. I thought it brought us even closer together as a team." THE ASSOCIATED PRESS

AMERICAN LEAGUE

Rangers deal Jays a haymaker

A feud simmering since Jose Bautista's bat flip in last year's AL Division Series boiled over into a wild brawl in the final game of the season between Toronto and Texas, a 7-6 victory for the Rangers on Sunday.

Bautista and Texas second baseman Rougned Odor got into a fistfight behind the bag after a hard slide by the Toronto slugger in the eighth inning. Players from both teams rushed the field as Odor landed a punch to Bautista's face.

Umpires needed about 10 minutes to restore order, and Blue Jays reliever Jesse Chavez hit Prince Fielder with the next pitch when the game resumed. He was ejected after an earlier warning for both teams when Bautista was hit by a pitch from Texas' Matt Bush. THE ASSOCIATED PRESS

Benches cleared after Rougned Odor socked Jose Bautista. RICHARD W. RODRIGUEZ/STAR-TELEGRAM VIA THE ASSOCIATED PRESS

NATIONAL LEAGUE

Pirates get to Cubs in their sixth try

Starling Marte singled with one out in the seventh inning to end Jon Lester's no-hit bid, then scored on Jung Ho Kang's double to put Gerrit Cole and the Pittsburgh Pirates ahead to stay in a 2-1 victory over the Chicago Cubs on Sunday.

Kang added an eighth-inning home run to help the Pirates beat the major league-leading Cubs for the first time in six tries this season.

Cole (4-3) allowed three hits in eight shutout innings. Mark Melancon gave up a run but held on for his 11th save.

SUNDAY In Chicago

2	1
PIRATES	CUBS

Lester (4-2), who threw a no-hitter with Boston in 2008, had permitted only two walks and retired 16 straight batters before Marte's hit. THE ASSOCIATED PRESS

Backup goaltender has Bolts' confidence

NHL PLAYOFFS

Lightning take series lead over Pens after injury to Bishop

Goalie Ben Bishop writhes in pain during Tampa Bay's 3-1 win in Pittsburgh on Friday night. JUSTIN K. ALLER/GETTY IMAGES

Ben Bishop's mind raced as the Tampa Bay Lightning goalie writhed in pain on the ice after awkwardly twisting his left leg in Game 1 of the Eastern Conference final Friday night.

The internal "what ifs" ran the gamut. What if the leg was broken? What if his season was over?

"It's funny how much you can think about in such a short amount of time," Bishop said Sunday.

The one thought that didn't even occur to Bishop was whether 21-year-old backup Andrei Vasilevskiy could step in.

"I think the guys in the room, I know myself, we have full confidence in him," Bishop said. "He's a great young goalie. He's got a future."

Pressed into his first extended playing time in more than a month, Vasilevskiy turned aside 25 of the 26 shots he faced, aided by a defence that did an excellent job of pushing Pittsburgh's potent offence to the perimeter and keeping Sidney Crosby and company from generating consistent pressure in front of the net.

Filling in capably has kind of become a thing for Vasilevskiy, who stepped in for an injured Bishop in Game 2 of the 2015 Stanley Cup Final and became the first goaltender to earn a win in relief during a Cup final in more than 80 years. Vasilevskiy started Game 4 of the series and played solidly in a 2-1 loss.

"Talk about pushing somebody a little bit down the learning curve a little faster than we wanted to," Tampa Bay coach Jon Cooper said. "But there's clichés thrown around all the time, guys who are first in the rink and last to leave and all those types of things, but with that kid, it's actually true." THE ASSOCIATED PRESS

UP IN THE AIR

While Bishop's leg is structurally intact, it is uncertain if he will return for Game 2 against Pittsburgh on Monday or if he'll be back at all during the playoffs.

A bomb-sniffing dog works on the side of the pitch at Old Trafford on Sunday. OLI SCARFF/AFP/GETTY IMAGES

PREMIER LEAGUE

Old Trafford cleared over bomb scare

A fake bomb left behind during a security exercise led police to evacuate Manchester United's home stadium on Sunday, disrupting the final day of the English Premier League season and bringing embarrassment to one of the world's best-known sports teams.

Police initially described the device as "incredibly lifelike" as United's planned match with Bournemouth was cancelled, to boos from some fans, and a controlled explosion was carried out.

But hours later, bomb technicians reported it was a fake. And a later statement by police said the device had been inadvertently left in a toilet during an earlier training exercise involving sniffer dogs.

The Premier League has rescheduled the match for Tuesday. United said it was investigating the incident. THE ASSOCIATED PRESS

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RECIPE Fresh Tomato Spaghetti

PHOTO: MAYA VISNYEI

Ceri Marsh & Laura Keogh
For Metro Canada

The longest part of this recipe is waiting for you pasta water to boil. In minutes you'll be eating this light, fresh spring pasta.

Ready in
Prep time: 5 minutes
Cook time: 10 minutes

Ingredients
- 2 cups fresh tomatoes, washed and chopped
- 1 head of arugula, washed and rough chopped
- 2 cloves garlic, minced
- 1/4 cup olive oil
- 3 Tbsp red wine vinegar
- 500 gram package of whole wheat spaghetti
- salt and pepper to taste

Directions

1. Put a big pot of well salted water on to boil. In a saute pan, bring the olive oil to low medium heat. Add minced garlic and allow to cook but not brown. Remove pan from heat.

2. Place your spaghetti noodles in the boiling water and cook as long as the package instructions dictate. Scoop out a cup of water out of the post before draining - this is a good habit to get into. The starchy water is a great way to loosen up a too-thick sauce, plus it adds a certain slickness to your pastas. Drain your noodles well before tossing them back in the pot.

3. Add the garlic-infused oil and vinegar and toss well until all of the spaghetti is well coated. Now add your tomatoes and toss again. Throw in the arugula and give it another good mix so there are pieces of green throughout. Season with salt and pepper.

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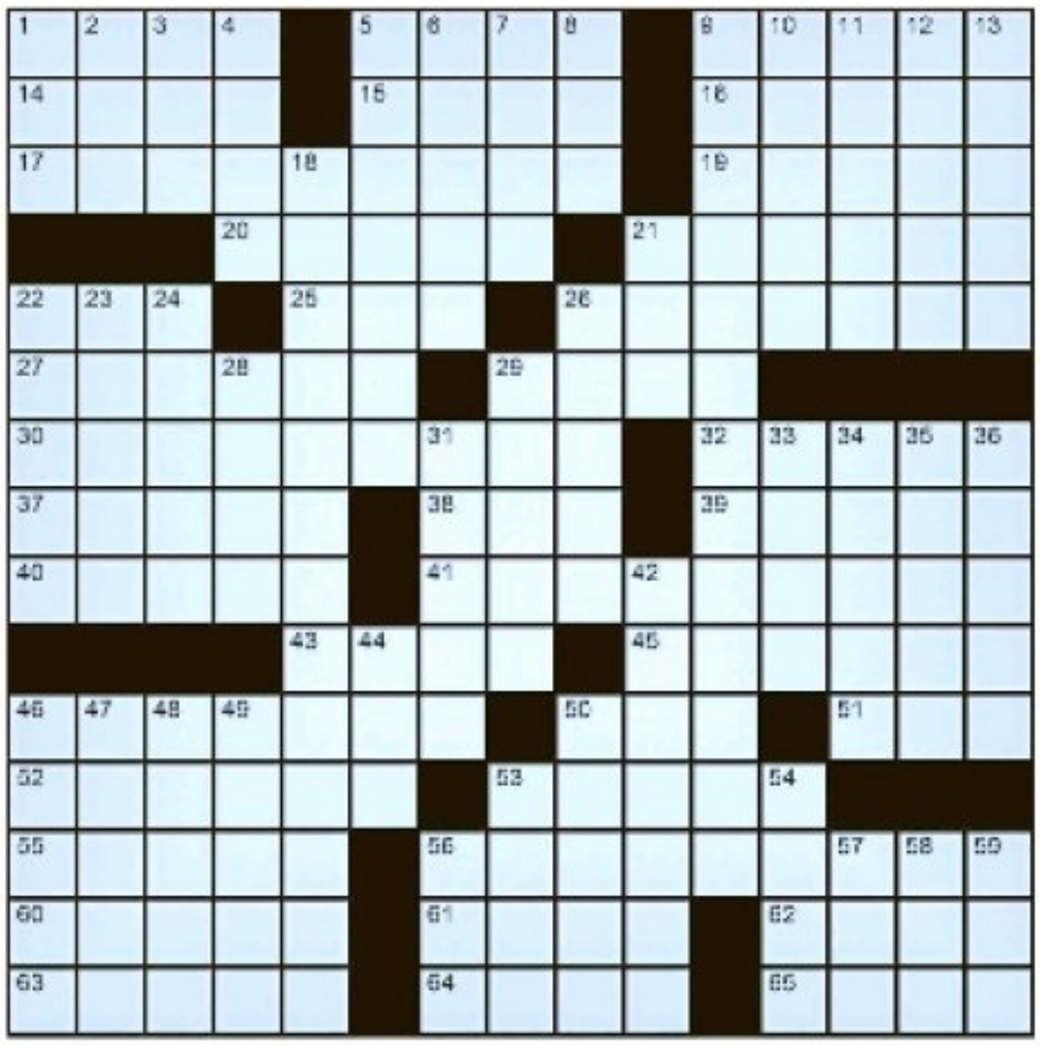
CROSSWORD Canada Across and Down

BY KELLY ANN BUCHANAN



ACROSS
1. "Roger, _ and out."
5. Let it stand, in proofreading
9. Does this pre-blood test
14. Throw _ _ loop
15. Samovars
16. "_ _ favour, say 'Aye'."
17. Earlier-in-time movie scene
19. Greatly gaze
20. "When a Man Loves a Woman" by _ Sledge
21. Electric _ (Beard trimmer)
22. Cleopatra's snake
25. Thumbs-up meaning
26. Most just
27. "Toxic" by Britney _
29. Ti-Cat's foe on the football field
30. DJ's instrument
32. Bite into, puppy-style: 2 wds.
37. Gives off
38. 'Ballad' suffix
39. Concealed
40. "The Beachcombers" character
41. Chant for music-making monks
43. "Get Down _ _" by Kool & The Gang
45. Melanie's portrayer in "Gone with the Wind" (1939)
46. Posh hairstyle
50. Athlete's injury scan, commonly
51. Friends to Hmmms and Ums
52. Confines
53. Period _ (Historic flick)
55. Computer company
56. Canadian world music guitarist: 2 wds.
60. Jan _ (Dutch painter)
61. Russian city
62. 'Home of the Bisons' sch. in Winnipeg, _ _ _
63. "The Planets" composer Gustav
64. Quasi
65. Bldg. rental units

DOWN
1. Sour
2. Li'l loudness
3. 'E' of BCE
4. Vex the vocalist's vocals
5. Secretly, in Latin: 2 wds.
6. Music selection on a record
7. 'Consist' suffix
8. "For shame!"
9. Critiques-of-celebrity-styles show on E!: 2 wds.
10. Chapel area
11. "_ to Love" by Bryan Ferry
12. Loses steam
13. Hagar the Horrible's dog
18. Satisfyingly happy sounding Newfoundland town: 2 wds.
21. Droop
22. Michaelmas daisy
23. Sea foam
24. Hazard
26. Soeur's brother
28. Opposing
29. Warning signal
31. Set about
33. Yesterday, in Italy
34. Couture collection, Armani _
35. Irish tune: "Robin _"
36. Salmons canned store shelf neighbours
42. Port Perry, Ontario born co-host of #9-Down, Brad _
44. Headshakes
46. "_ of the Titans" (2010) starring Liam Neeson
47. "_ _ Be Square" by Huey Lewis & The News
48. Press onward
49. 1966 John Barth novel, _ Goat-Boy
50. Bette Midler, The Divine _ _
53. Mere's man
54. Quito is its cap.
56. _ Louis (Canadian cakes-in-a-box brand)
57. Basketball play, Alley-_
58. Commonly, curtly
59. Cdn. driving measures

IT'S ALL IN THE STARS Your daily horoscope by Francis Drake

Aries March 21 - April 20
Loved ones and partners will be more important than usual today, because they give you a feeling of security and support. Right now, this is what you need.

Taurus April 21 - May 21
Today you might have health issues or be concerned about your health. When working with others, don't play the martyr game. Stick up for yourself.

Gemini May 22 - June 21
Relations with females will improve today. Personally, you will find it difficult to conceal your feelings from others; however, don't worry about it. We all have feelings.

Cancer June 22 - July 23
You might enjoy being by yourself today or cocooning at home, because you feel a need for privacy. Something might happen that makes you see how much your habits control your life.

Leo July 24 - Aug. 23
Today you want to talk to people at a real gut level. You don't want to spend time in superficial conversation talking about the weather.

Virgo Aug. 24 - Sept. 23
Earnings, cash flow and your possessions will be your focus today. In fact, it will please you to be surrounded by familiar objects from your past. You might want to clean or repair them.

Libra Sept. 24 - Oct. 23
Today the Moon is in your sign, which makes you more emotional and subjective. Your concerns are about yourself, and this is just fine.

Scorpio Oct. 24 - Nov. 22
You will be tempted to withdraw from others today because you feel the need for privacy. Indeed, this is a good day to be alone so that you can get a better handle on your life.

Sagittarius Nov. 23 - Dec. 21
Friendships are important to you today. You might feel protective about a friend, even jealous. It's also a good day to examine your goals.

Capricorn Dec. 22 - Jan. 20
For some reason, aspects of your personal life might be put on public display today, or you might find it difficult to hide things about yourself.

Aquarius Jan. 21 - Feb. 19
Do something different today, because you have an urge for adventure. Break free from your daily routine. Go someplace you've never been before.

Pisces
Feb. 20 - March 20
Your emotional experiences are more intense than usual today. However, don't worry about this. It's just the Moon passing through a certain part of your chart.

CONCEPTIS SUDOKU by Dave Green

Every row, column and box contains 1-9

				9				
			6	7	5		9	3
5		2				7		8
3		4				9		7
6	8						1	4
	5						2	
		9				6		
		5	1		9	4		
			3	2	4			

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FRIDAY'S ANSWERS

Your daily crossword and Sudoku answers from the play page.

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1	6	4	2	3	7	9	8	5
7	3	5	8	9	6	4	1	2
9	2	8	5	4	1	6	7	3
3	1	9	4	7	5	2	6	8
5	8	2	6	1	3	7	9	4
4	7	6	9	2	8	3	5	1
8	5	7	3	6	2	1	4	9
2	4	1	7	5	9	8	3	6
6	9	3	1	8	4	5	2	7

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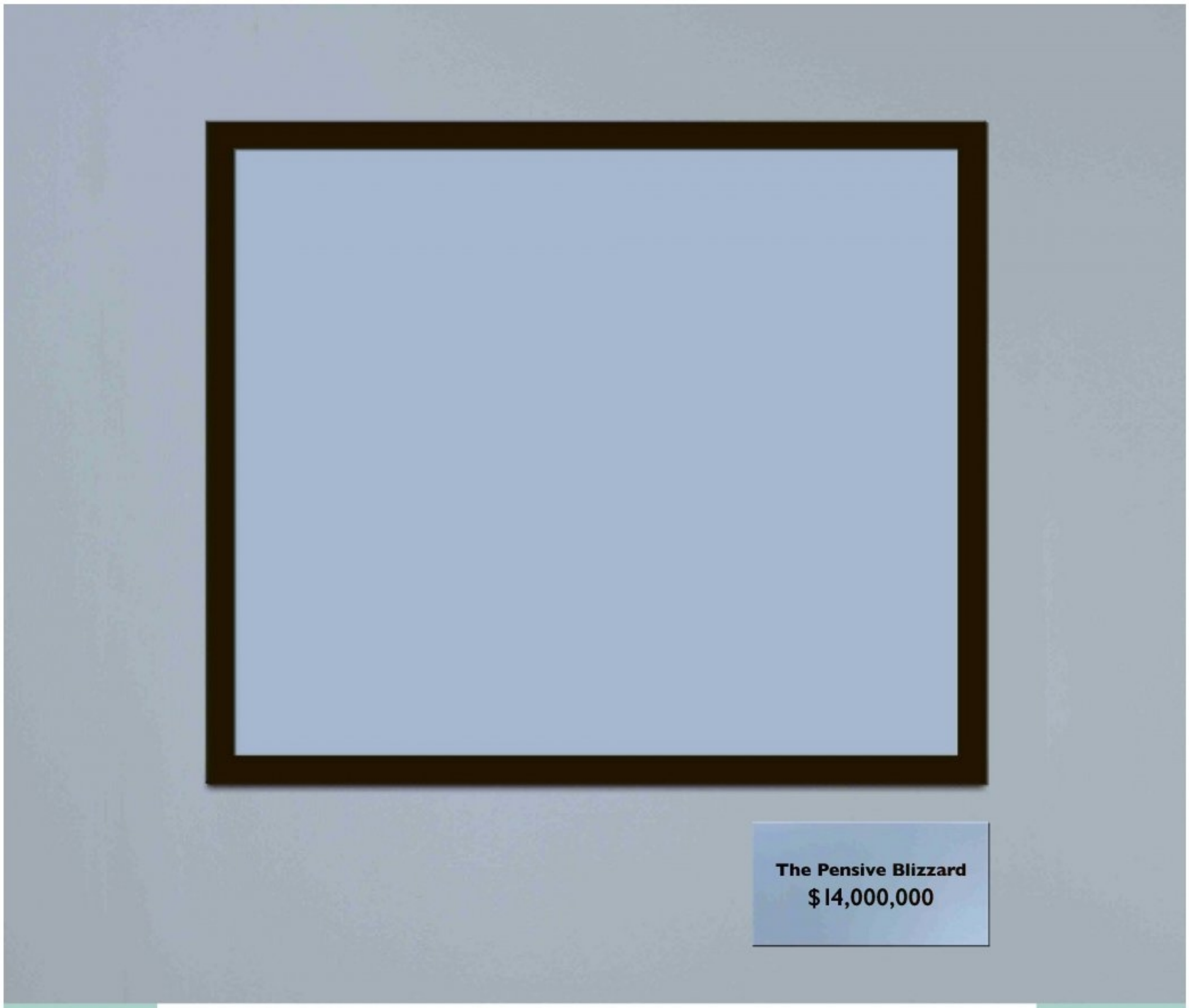

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